



1997 U.S. Mint Customer Service Survey Released

July 8, 1997

Washington, D.C. — The United States Mint today released a summary of results from its second nationwide customer satisfaction survey conducted by the national survey research firm of Schulman, Ronca and Bucuvalas, Inc. (SRBI). The 1997 survey, based on a random sample of 1,100 U.S. Mint numismatic customers, follows up a similar survey conducted in 1995. “Results of the first survey in 1995 confirmed the quality of our products,” said Mint Director Philip N. Diehl. “The 1997 survey confirms the improvements we’ve made in customer service, and highlights areas where our customers would like to see further improvement.” SRBI found that these “customer surveys show measurable increases in customer ratings of the U.S. Mint” since 1995, including increases in customer ratings of “excellent” or “very good” for:

ADDITIONAL RESOURCES:

- For information about the United States Mint, please visit [/about/about](#).
- To subscribe to United States Mint electronic product notifications, news releases, and public statements, visit <https://catalog.usmint.gov/email-signup>.
- Sign up for [RSS Feeds](#) from the United States Mint and follow us on [Facebook](#), [Twitter](#), and [Pinterest](#).

#

United States Mint – Connecting America through Coins

Contact

Press Inquiries: Office of Corporate Communications (202) 354-7222

Customer Service Information: (800) USA MINT (872-6468)

Tags:

Press Release

Public

Report

Shop

1-800-USA-MINT

SIGN UP FOR EMAIL UPDATES AND TEXT MESSAGE ALERTS ABOUT PRODUCTS

EMAIL ADDRESS

Subscribe

+1 ### ### ###

Sign Up

[Privacy Policy](#) [Terms of Use](#) [Accessibility](#) [Plug-Ins](#) [Site Map](#)